Volume 10, Number 19 November 25-December 22, 1995

UCSF Newsbreak

Holiday schedule change

The academic holiday schedule for the month of December has changed. The campus will have off Monday and Tuesday, Dec. 25 and 26, instead of Friday and Monday, Dec. 22 and 25. The New Year's holiday of Friday and Monday, Dec. 29 and Jan. 1 remains the same.

UCSF, Stanford begin patient care partnership discussions

UCSF and Stanford University are engaged in preliminary discussions about collaboration in patient care programs.

According to Chancellor Joseph Martin and Stanford President Gerhard Casper, the primary goals would be to provide cost-effective health services, improve community access to the latest advances in medical science, and ensure strong medical residency programs.

Martin and Casper's announcement follows consultation with both the UC Board of Regents and the Stanford Board of Trustees.

The exact nature of the collaboration between UCSF's clinical enterprise and Stanford's health services remains to be determined. However, hospital and clinical care would continue to be delivered at both campuses and other affiliated sites.

The two medical schools and their faculty members would remain independent.

The discussion will explore the feasibility of achieving economies of scale and reduced duplication of investment in new facilities and state-of-the-art equipment. Patients would benefit from the combined research advances and specialized expertise of two leading medical centers.

"Both UCSF and Stanford today are strong institutions," Martin said in his remarks to the Regents on Nov. 17. "Our faculty members are among the world's leaders in the biotechnology revolution. Our medical centers are consistently ranked among the best in the country. Our medical schools and residency programs are among the nation's most selective and are recognized for training leaders of academic medicine and physicians highly skilled in contemporary practice."

(See **STANFORD** *on page 2)*

Personnel plan ready for review

By LISA CISNEROS

After more than a year in the making, the final draft of the UC Human Resources Management Initiatives is ready for employee review.

UCSF employees are being assembled in focus groups to tackle some of the tougher issues raising the most concern, such as compensation, performance awards and management and accountability.

Meanwhile, employees are urged to comment on the final draft to Human Resources by Thursday, Nov. 30. Comments may be submitted by e-mail to TELLHR (tellhr@ucsfvm.ucsf.edu). Campus feedback will be summarized and sent to the Office of the President. With modifications, the plan is expected to be implemented in July 1996.

Part of a systemwide effort to enhance administrative efficiency and effectiveness in an era of scarce dollars, the plan calls for making a single personnel policy system apply to all levels of non-represented staff, shortening vacation accrual rates for new employees and consolidating grievance procedures, among other things.

At UCSF, non-represented staff account for a workforce of about 3,200. About 100 employees showed up at a Nov. 6 town hall meeting to discuss the final draft with Vice Chancellor Steve Barclay, Randy Lopez, director of Human Resources, and Mike Adams, director of Affirmative Action/Equal Opportunity. As for affirmative action, the UC Regents decision had very little impact on the policy as it follows federal and state laws, says Lopez.

The actual changes to policy language and provisions, summarized in a 55-page report that was recently distributed around UCSF for final review, are not dramatic, and are, for the most part, an editorial revision of what now exists in four separate personnel manuals. "There also is the promise for more local autonomy in setting pay practices, which I would like to see occur," says Lopez. "Beyond that, the most compelling challenges and concerns being raised are driven by how we as a campus deal with managing our Human Resources day to day."

As Lopez points out, the quality of employee communication and evaluation, the equity of treatment in areas like rewards and dispute resolution, and the quantity and quality of employee development are the issues raising the most concern. "Those issues are not created or solved by policy language, but by responsible and ongoing attention from employees and managers alike," Lopez says. "Given that focus, the answer lies in our [UCSF's] collective hands."

Under the proposed plan, UCSF's 34 employees in the Executive Program (EXEC) and 386 employees in the Management and Professional Program (MAP) would be combined into the new Managers/Senior Professionals category. UCSF's 2,176 employees in the Administrative and Professional Program (A&PS) and 628 employees in the Staff Personnel Program (SPP) would form the new Professional/Support Staff category.

Vacation accrual rates for new employees in EXEC and A&PS would be shortened to the

(See **PERSONNEL** *on page 6)*

UC wins scientific fraud suit

By JEFFREY NORRIS

In a precedent-setting decision bearing on the use of the federal courts to settle issues related to the conduct of science, the United States District Court for the District of Maryland has dismissed a case against the University of California and several present and former researchers from UCSF's Brain Tumor Research Center (BTRC).

According to the decision by Judge Walter E. Black Jr., "The legal process is not suited to resolving scientific disputes or identifying scientific misconduct." In dismissing all of the plaintiff's claims, the Court held that, "At most, the Court is presented with a legitimate scientific dispute, not a fraud case. Disagreements over scientific methodology do not give rise to False Claims Act liability."

"Judge Black's decision clearly means that science should be done in the laboratory, not the courtroom," says Karl J. Hittelman, associate vice chancellor for Academic Affairs. "This finding is immeasurably important for both the integrity and the process of science. This is a tremendous victory for science, for researchers and for research institutions.

"The decision also offers shelter to those who are speciously or maliciously sued for committing scientific misconduct when the basis of such accusation is actually a scien-

(See **SUIT** *on page 2)*

Protein may boost immune system to help fight AIDS

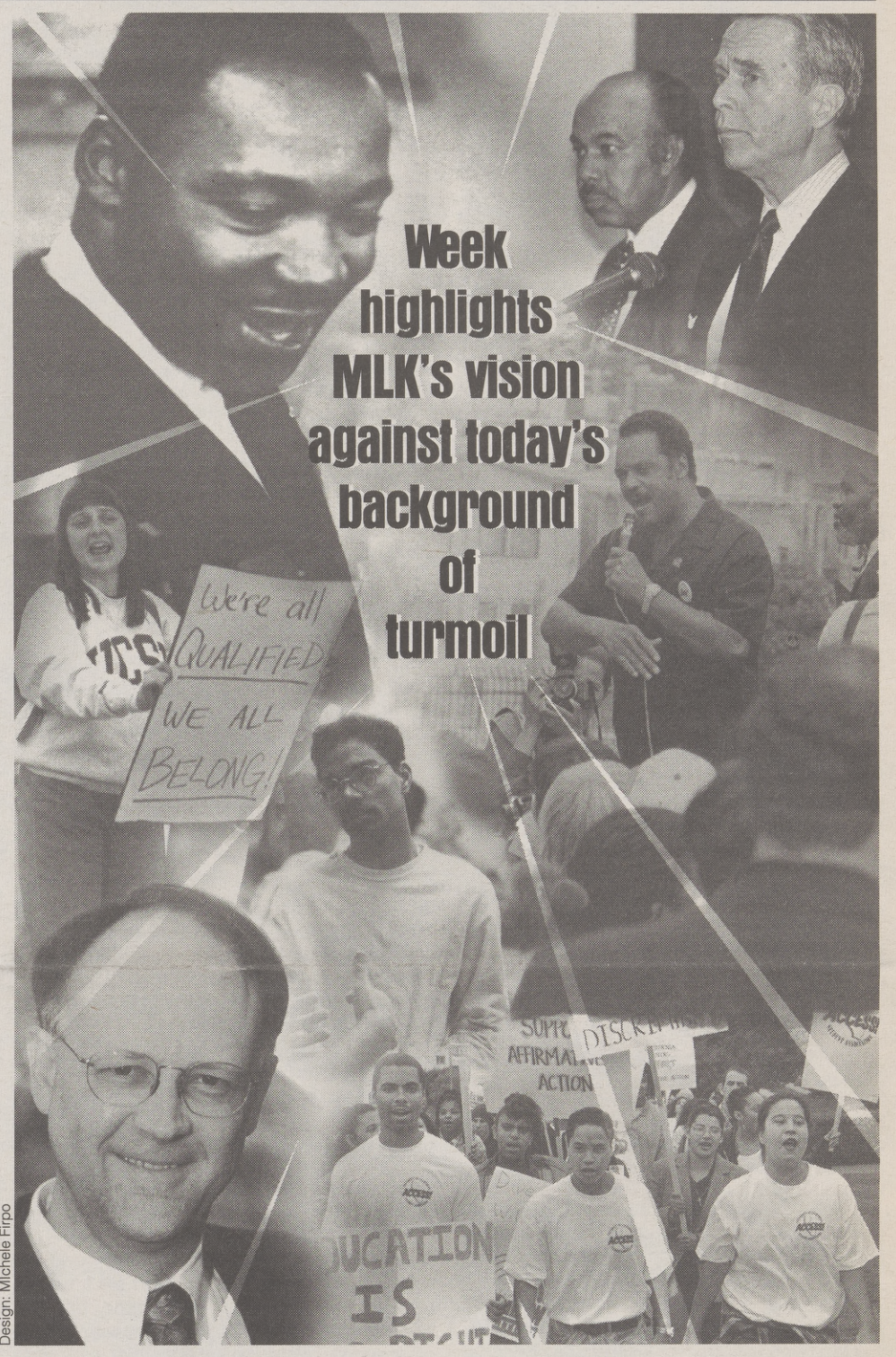
By JEFFREY NORRIS

A small group of people who are infected with the AIDS virus but who nonetheless have remained healthy for more than 10 years have immune cells that respond in a distinctive way to slow the progress of infection, UCSF researchers report.

About 10 percent of HIV-infected individuals remain symptomless for 10 years or more, says Jay A. Levy, professor of medicine and a research scientist with the Cancer Research Institute.

In comparison to the immune cells of those who progress to AIDS, immune cells in long-term survivors produce different proportions of common proteins that control immune system responses, according to Levy and col-

(See **CD8** *on page 2)*



Design: Michele Firpo

By ALLEN J. BALDERSON

In defense of their current positions, speakers on both sides of the affirmative action debate have been quick to invoke the words of one of leaders of the civil rights movement — the late Dr. Martin Luther King Jr.

As these debates intensify, it is important to reflect on King's belief in a peaceful means to achieving equality and on his dream that such equality is for all to share — a vision revisited and renewed every year as we celebrate his birthday.

UCSF will celebrate Dr. King during the week of January 15 with the national theme of "Passing the Torch — Igniting the Vision of a New Generation."

The activities will begin on Tuesday, Jan. 16, at 4 p.m. when the entire campus is invited to the MLK Awards Ceremony in the Millberry Conference Center, where one student, staff and faculty member will be honored for their affirmative action work.

The following day, on Wednesday, Jan. 17, the MLK Cultural Festival will take place from 11:30 a.m. to 1:30 p.m. in the Millberry Gym. Besides a wide variety of booths with crafts and ethnic foods, highlights will include Lily Cai's Shanghai Opera Dance Troupe, Seattle orator Carl Mak, who will recite excerpts from a King speech, as well as the very popular traditional ethnic dress fashion show. If you would like to be a model in the fashion show, call Karen Attix at 476-6761.

The award-winning film, "The Color of Fear," will be shown on Thursday, Jan. 18, from 11:30 a.m. to 1:30 p.m., and again from 5:30 to 7:30 p.m. in HSW 303. This emotional, insightful film takes place in Ukiah, Calif., where eight men gather for three days at which time they deal with their personal scars of racism. The men, who are African-, Asian- and Latin American, as well as of European decent, talk, yell, argue and cry about their childhood traumas, growing up with no role models and about giving up their ethnicity to become Americans. "Out of their intimate and intense confrontations emerges a deeper sense of understanding and trust for their uniqueness and common desire to be accepted and understood," says producer/director Lee Mun Wah. The film, its cast and Wah were featured on the Oprah Winfrey show in September.

Also on Jan. 18, there will be a youth panel discussion at SFGH from 11:30 a.m. to 1 p.m. in Carr Auditorium. Details will follow in the next issue of Newsbreak.

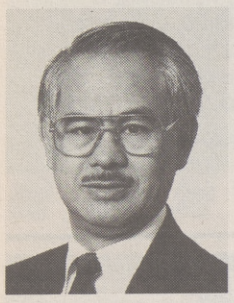
In what promises to be an explosive and challenging discussion, two outspoken commentators on the affirmative action issue — Eva Jefferson Patterson and Tom Wood — will face off on Friday, Jan. 19, from noon to 1 p.m. in Cole Hall. Patterson is executive director of the Lawyers Committee for Civil Rights and co-chair of the Californians for Affirmative Action. Wood is co-author of the California Civil Rights Initiative.

Activities also are being planned for Mount Zion, including a showing of the film, "The Color of Fear." See the next issue of Newsbreak for details.

In addition to the above activities, the week before King's birthday, there will be a panel discussion on "Actions Affirming Issues of Diversity at UCSF" on Wednesday, Jan. 10, from noon to 1 p.m. in HSW 300. Speakers will include ophthalmologist Michael Drake, associate dean, School of Medicine Admissions and Student Programs; attorney Ann Alpers; and Rev. Janet Hanson of the Landberg Center.

Gazette

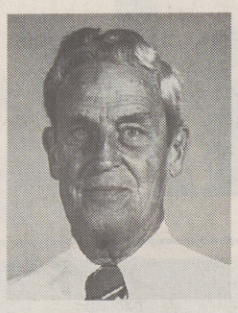
Honors & Awards



Lim

Robert C. Lim, surgery and oral biology: Vice president, American Association for the Surgery of Trauma.

Sam. K. Shimomura, clinical pharmacy: Pharmacist of the year, California Society of Health-System Pharmacists.



Roe

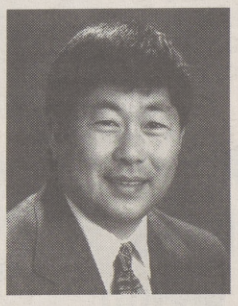
Benson B. Roe, emeritus, surgery and thoracic surgery: California Athletic Hall of Fame.

Sol Silverman Jr., oral medicine: National spokesperson, American Dental Association.

Grant Gauger, neurological surgery: Secretary-Treasurer, Western Neurological Society; member, Critical Care Advisory Board, Partnership for Organ Donation, Boston.

Donna Hudson, family and community medicine: Fellow, American Institute for Medical and Biological Engineering.

Hoyle Leigh, psychiatry and psychiatry, Fresno & Fresno VAMC: Vice-president, International College of Psychosomatic Medicine.



Shimomura

Publications

Patricia E. Benner, physiological nursing; **Catherine Chelsa,** family health care nursing: Co-authors, "Experience in Nursing Practice, Clinical Judgement and Ethics" (Springer Press, New York, NewYork, 1995).

Victoria L. Rayner, dermatology: Author, "The Survival Guide for Today's Career Woman," (Info Net Publishing, San Clemente, California, 1995).

Sol Silverman Jr., oral medicine: Author, "Color Atlas of Oral Manifestations of AIDS, 2nd Edition," (CV Mosby, St. Louis, Missouri, 1995).

Private Support

UCSF is pleased to acknowledge the following gifts/pledges of $25,000 or more from individuals, corporations and foundations received Oct. 15-31, 1995. These gifts/pledges have arrived during the final phase of UCSF's Strength to Strength fund-raising campaign.

$1,000,000 or more
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Notice to students

Editor's note: University counsel has asked that the following notice be posted in conspicuous places on each UC campus.

Lawsuits are pending in state and federal court challenging Proposition 187. As you know, Proposition 187 forecloses access for undocumented aliens to many public facilities, including the University of California.

As of this date, Proposition 187 has been enjoined until the cases challenging the proposition can be tried. The injunction means that no one will be prohibited from enrolling in or attending the University of California because of Proposition 187. The University will continue its practice of verifying the immigration status of aliens for the purpose of determining state residency for tuition fee purposes. The information collected will not be released to the INS or to any other public entity pursuant to Proposition 187.

The state court has certified the state case as a statewide class action solely for non-monetary relief on behalf of a class defined as "all students who are currently enrolled, all persons who are applicants for admission, and all persons who are or will in the future be otherwise eligible to enroll in California's public postsecondary educational institutions, but for the fact that they are not US citizens, aliens lawfully admitted as permanent residents or persons who are otherwise authorized under federal law to be present in the United States."

UCSF adds four to Institute of Medicine

Four UCSF faculty members have been elected to the Institute of Medicine (IOM). The new members are Charles J. Epstein, professor, pediatrics and chief, medical genetics; Lee Goldman, associate dean for clinical affairs, School of Medicine, chair of the Department of Medicine, and the Krevans Distinguished Professor of Medicine; and William B. Kerr, director, Medical Center. John Greenspan, director of the AIDS Clinical Research Center, was elected a foreign associate. He is professor of oral biology, oral pathology and pathology, chair of stomatology and director of the Oral AIDS Center and AIDS Specimen Bank.

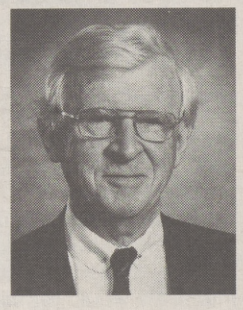
The IOM was established in 1970 as a unit of the National Academy of Sciences to protect and advance health professions and sciences, to promote research and development pertinent to health and to improve health care.

New members are elected by current active members and are chosen for their major contributions to health and medicine or related fields, such as social and behavioral sciences, law, administration and economics.

To date, 45 UCSF affiliates have been elected members of the IOM, including two foreign associates.

Election to the Institute requires members to make a commitment to devoting signficant amounts of volunteer time to committees engaged in a broad range of studies on health policy issues. Current projects include research on addiction disorders, controlling sexually transmitted diseases, female morbidity and mortality in sub-Saharan Africa and health care at the end of life.

Lee named blood safety director



Lee

Assistant Health Secretary Philip R. Lee, former UCSF Chancellor and emeritus professor of medicine, has been named director of the Blood Safety Council by Health and Human Services Secretary Donna Shalala.

The Blood Safety Council that will report to Lee will include the heads of the Centers for Disease Control and Prevention, the Food and Drug Administration and the National Institutes of Health.

The board is being formed in response to congressional criticism and a report last year by the National Academy of Sciences and is intended to prevent the spread of another dangerous infectious agent such as HIV.

CD8 *(from page 1)*

leagues Edward Barker and Carl Mackewicz.

This more favorable protein production helps prolong an effective immune response against the AIDS virus, HIV, the UCSF researchers suggest. This anti-HIV response is spearheaded by immune cells called CD8 cells, they say.

The findings indicate that healthy survival despite HIV infection might be promoted by administering an extra dose of one or more of certain naturally occurring proteins, called cytokines, according to the researchers. The study by the Levy laboratory group appeared in the Nov. 21 issue of the Proceedings of the National Academy of Sciences.

"Loss of responsiveness by CD8 cells is associated with increase in viral replication in the patient and is directly correlated with progression to disease," Levy says. "This new study raises our hopes that we can use naturally occurring cytokines or other immune regulators to boost CD8 cell response to help the infected person's own immune response to fight HIV."

For this study the researchers obtained blood samples and measured the strength of immune cell responses against HIV in the laboratory.

The major targets of HIV in the body are called CD4 immune cells. HIV takes up residence in CD4 cells, replicates, and eventually kills the host cells. CD8 cells are a main line of defense against the virus, Levy's group has shown. Both cell types make cytokines.

The researchers tested the ability of CD8 cells to prevent HIV from replicating in laboratory cultures of CD4 cells. They found that CD8 cells from the 21 long-term HIV survivors studied had a three-fold greater ability to suppress HIV replication compared to CD8 cells from patients who had already suffered a significant loss of CD4 cells, but who had not yet progressed to full-blown AIDS.

The researchers found that both CD8 cells and CD4 cells from the blood of long-term survivors naturally produced more of a cytokine called interleukin 2 (IL-2) than corresponding cells from those with AIDS symptoms.

According to Levy, "Maintaining IL-2 levels early in the course of HIV infection might be necessary to stabilize CD8 cell antiviral activity and thereby provide long-term control of HIV infection."

IL-2 already is being tested clinically for its ability to fight HIV in patients whose immune systems are damaged by the infection but who have not yet contracted full-blown AIDS. The new results reported by the team are the first to demonstrate that the potential benefit of this experimental therapy may stem from the fact that IL-2 can promote the ability of CD8 immune cells to stop HIV from replicating, Levy says.

Researchers in Levy's laboratory are working to isolate in pure form a protein they discovered called CD8 cell antiviral factor (CAF), which also appears to control the ability of CD8 cells to suppress HIV replication.

Stanford *(from page 1)*

While the UCSF and Stanford medical schools and their faculty members would remain independent, combining clinical strengths also would enhance research and education.

"Such a collaboration would serve the public better in several ways," Casper added. "It would provide a critical mass for teaching in small specialty programs and more diverse clinical training opportunities in all programs. Collaboration offers the potential for achieving efficiencies and cost reductions that neither university could achieve alone."

Martin and Casper said the goal of the collaboration is to ensure that UCSF and Stanford will have the clinical resources required to educate medical students and other health professionals for the 21st century. Meanwhile, Martin and Casper say they seek to assure that the education and research of these two premier academic medical centers continue to thrive in a dramatically changing health care environment.

The leadership of the two campuses, their medical centers and medical schools have engaged in preliminary discussions for the last four months. Now, with the support of their governing boards, they will pursue more detailed discussions, engaging the faculty and campus communities in the process.

Suit *(from page 1)*

tific dispute. Maybe now the misuse of the False Claims Act against individual scientists and their institutions will begin to abate," Hittelman says.

The case was filed in 1989 by Kathryn Milam, a former postdoctoral fellow at the BTRC, who had by then relocated to the Washington, DC area. Milam contended that she was unable to replicate experimental results BTRC researchers had published in the early 1980s, that the original research was fraudulent, and that citation of the research in federal grant applications constituted fraud on the US government.

Under the False Claims Act, plaintiffs who can identify instances in which the government has been defrauded and who can successfully argue a case against the alleged perpetrators of the fraud may be awarded damages. The total award amount equals triple damages — as much as three times the amount of a grant, for instance. The successful plaintiff receives a portion of the award. There is no requirement that the plaintiff be harmed by the alleged fraud in order to sue on behalf of the US government.

According to UC attorney Christopher Patti, "This new decision makes it clear that the False Claims Act may not be used to resolve disputes over scientific methodology or interpretation of data."

The allegations in the dismissed lawsuit pertained to experiments originally conducted by Philip Tofilon, then a postdoctoral fellow in the laboratory of Dennis Deen, associate director of the BTRC. Tofilon was studying how certain drugs fight brain cancer.

"For about six years the impact on my laboratory was considerable," Deen says. "It was a real challenge to remain focused, and my productivity decreased." Referring to Tofilon, he adds, "An accusation made through the False Claims Act can have a particularly devastating impact on young scientists, lessening the chances that their grant applications will be reviewed favorably."

In terms of Milam not being able to replicate the experiment, subsequent research by UCSF confirmed the original results of the BTRC and determined that she was unable to replicate them because of changes she made in the original experimental protocol.

UCSF Newsbreak

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Deadline for the next issue, which will cover December 23, 1995-January 12, 1996 (three weeks), will be on **Monday, December 11, at 11 a.m.** Please send campus news copy to Allen Balderson (476-3163 or allen_balderson@quickmail.ucsf.edu), Medical Center news to Lisa Cisneros (476-3256 or lisa_cisneros@quickmail.ucsf.edu), and calendar and gazette items to Michele Firpo (476-3257 or michele_firpo@quickmail.ucsf.edu), all at Box 0462; fax 476-3541. Last-minute copy may be taken over the telephone by calling the above telephone numbers. The University of California is an affirmative action/equal opportunity employer. UCSF fully ascribes to the Americans with Disabilities Act. If at any time, you feel you have a need to view this communication in an alternate format, please contact Allen Balderson at 476-3163 with your suggestions.

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Prusiner wins Royer Award

Stanley B. Prusiner has won the 32nd annual J. Elliott Royer Award.

Professor of neurology and biochemistry, Prusiner has determined that certain rare human neurodegenerative diseases and similar, more common animal diseases are caused by a unique infectious particle called a prion. Unlike other pathogens, such as bacteria, viruses, protozoans and fungi, prions contain no genetic material; they are mostly protein.

Prusiner demonstrated that the prion is the infectious agent that causes scrapie, a disease of sheep and goats, and Creutzfeldt-Jackob disease, an infrequent dementing disease found throughout the world.

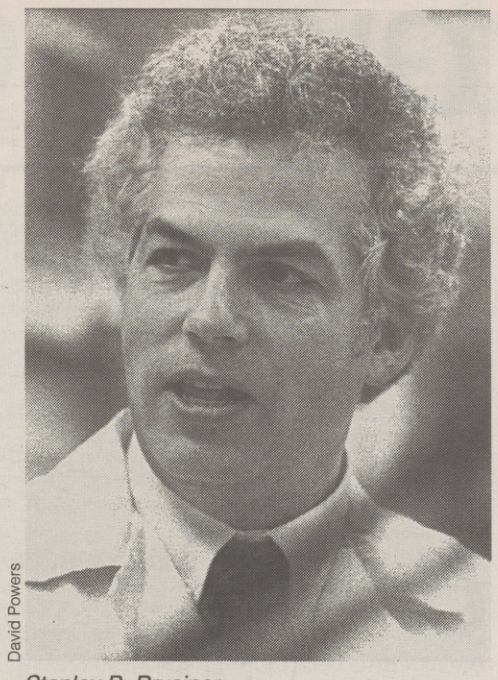
Although differences exist, these diseases are in many ways similar to Alzheimer's: they result in dementia and death after a long process; brains of victims contain protein masses associated with degenerating nerve cells; and nerve cells themselves become riddled with the infectious form of the prion protein.

Prusiner and his colleagues discovered a rare inheritable human disease caused by point mutation in the human prion protein gene, which results in a neurogenerative disease similar to the infectious prion disease forms.

They have determined further that infectious prion proteins have the same series of amino acids as normal proteins of unknown function. But the infectious proteins have a different shape.

Recipient of numerous honors and awards, Prusiner in October '94 won the Albert Lasker Medical Research Award, the most prestigious medical research prize awarded in the United States, and in 1993 the Gairdner Foundation International Award for Outstanding Achievement in the Field of Medical Science. He has been associated with UCSF since he began his internship in medicine in 1968.

The UC Regents established the Royer Award in memory of the late Oakland physician who left an endowment to recognize significant contributions to the advancement of psychiatry or neurology. The award alternates each year between the two fields.



David Powers

Stanley B. Prusiner

Lisa Cisneros

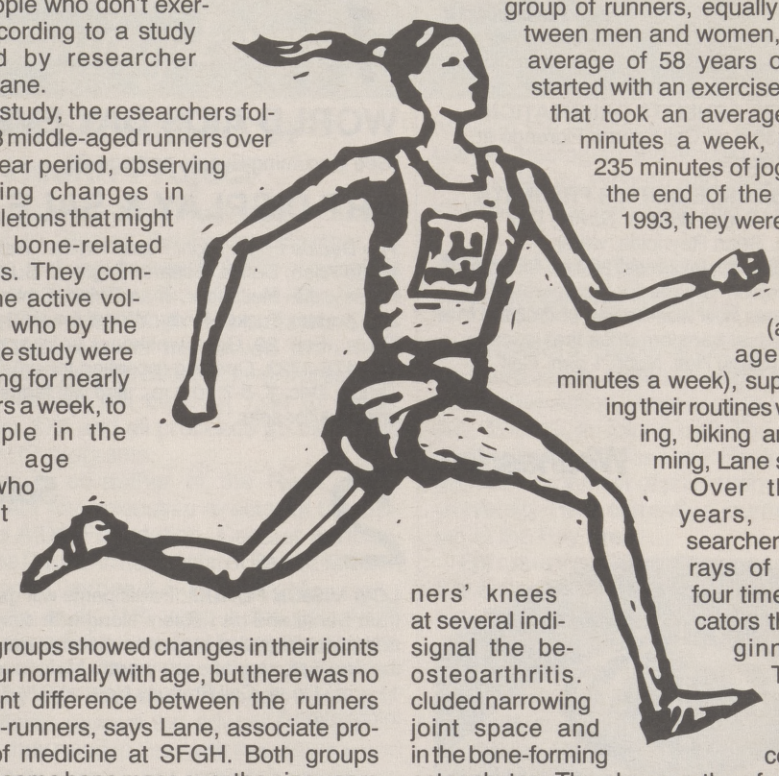
Employee campaign "wines" down

The 1995 UCSF Employee Community Campaign came to its finale Nov. 16 during a wine and cheese tasting party at the Faculty Almuni House. All proceeds from the event benefit the United Way Community Fund. Wines were donated by Ashbury Market Inc., Lorimier Vineyards and Wellington Vineyards and cheeses came courtesy of Cheeses on 9th Avenue. During the raffle drawing of gifts donated by the business community and faculty and staff at UCSF, Jessica Barragan, who works at the ACC, won the grand prize, a DELL 450C Notebook Computer. Above, Debbie Zachareas of Ashbury Market pours for tasters.

Runners at no greater risk of bone-related ailments than non-runners

By RUTHANN RICHTER

People who jog regularly, even well into their sixties, do no harm to their joints and are at no greater risk of developing bone-related ailments such as osteoarthritis and osteoporosis than people who don't exercise, according to a study directed by researcher Nancy Lane.



In the study, the researchers followed 28 middle-aged runners over a nine-year period, observing underlying changes in their skeletons that might lead to bone-related problems. They compared the active volunteers, who by the end of the study were exercising for nearly five hours a week, to 27 people in the same age group who did not exercise regularly.

Both groups showed changes in their joints that occur normally with age, but there was no significant difference between the runners and non-runners, says Lane, associate professor of medicine at SFGH. Both groups also lost some bone mass over the nine years but the runners had a higher bone mass to start with and continued to maintain this edge over the non-runners, Lane says.

"With aging, continuous jogging doesn't accelerate the development of osteoarthritis or the loss of bone mass," Lane says. "So among all the other benefits of exercise, it looks like we're not harming our musculoskeletal systems."

Lane presented the study on Oct. 25 at the annual meeting of the American College of Rheumatology.

The study began in 1984, when the group of runners, equally split between men and women, were an average of 58 years old. They started with an exercise regimen that took an average of 273 minutes a week, including 235 minutes of jogging. By the end of the study in 1993, they were exercising more but running less (an average of 136 minutes a week), supplementing their routines with walking, biking and swimming, Lane says.

Over the nine years, the researchers took X-rays of the runners' knees four times to look for signs of osteoarthritis. These indicators included narrowing of the joint space and changes in the bone-forming cells called osteophytes. The changes they found were consistent with the normal aging process, with the runners showing no signs of osteoarthritis, Lane says.

"It's good to know that normal joints can withstand quite a bit of weight-bearing exercise," she says. "It looks like people with normal joints can probably jog forever."

Say goodbye to those unsightly toenails

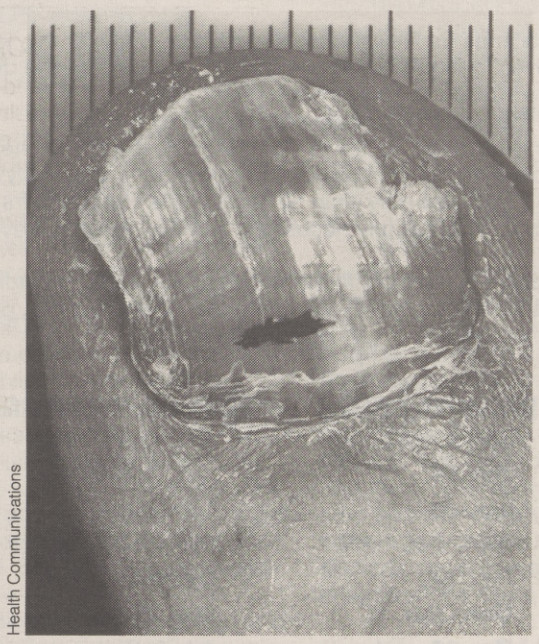
New drug cures disfiguring nail infections

By REBECCA HIGBEE

For 10 years, San Francisco nursing student Hal Turrentine wore socks with his sandals because his toenails were "unsightly," he says. Now, thanks to a promising new drug vigorously tested at UCSF, Turrentine no longer hides his feet in embarrassment. The drug — itraconazole — was approved by the Food and Drug Administration in October.

"Many patients have lived for years with the pain and humiliation of nails destroyed by fungal nail disease because little could be done for them," says dermatologist and microbiologist Raza Aly, who conducted the clinical trial of the drug at UCSF.

"Itraconazole is the first therapy to offer patients hope by providing a high level of efficacy in about one-fifth of the treatment time of other current therapies," he says.



Health Communications

"Until now, few medications reached two important locations in the nail — the nail matrix and the nail bed — in adequate concentrations for long enough duration to rid invading fungus," Aly says. "Itraconazole is more effective, causes few side effects, and has a shorter treatment period than other oral agents used to treat nail disease."

Itraconazole is active against parasitic fungi like the kind that infects the toenails. Taken orally, the drug metabolizes in the liver and is distributed extensively to tissues.

"The drug gets into the nail bed quickly and remains there for up to six months after the treatment period ends," Aly says. "Depending on the dosage, the treatment period usually lasts up to three months."

In the past, patients had to take drugs until the infected nail grew out, which would be from six to nine months for fingernail infection and 12 to 18 months in toenail disease.

Aly says he has seen amazing results with itraconazole. "In about 80 percent of the patients, the nails have cleared up completely."

Fungal nail disease is the most common nail disorder, affecting nearly 11 million Americans' toenails and fingernails. Fungal nail disease causes the nails to become discolored, thick, brittle and sometimes detached from the nail bed.

People get the disease — called onychomycosis — simply by "picking up" fungi that lurk in bathing areas, dressing rooms, restrooms and other communal areas. The fungi live in warm, moist environments such as health clubs, gymnasiums or pools and can be spread from one person to another, says Aly.

"Fungal nail infection is essentially a disease of the developed world," Aly says. "In a society in which its citizens wear shoes, play sports and join fitness centers, nail infection is almost unavoidable."

Fungal nail infection affects a wide variety of people, but its incidence increases with age. Up to 30 percent of those over the age of 60 have the disease. It affects men and women equally.

"The disease may have a genetic component that predisposes individuals to acquiring the infection," Aly says. Others at risk are people who are immunocompromised, such as those with AIDS and cancer, because their bodies are less able to resist infections.

Itraconazole is marketed under the brand name Sporanox, which is manufactured by Janssen Pharmaceutica Inc., Titusville, NJ, a subsidiary of Johnson & Johnson.

Inside UCSF

Where UCSF folks call home

"Home" is an important concept around the holidays. Listed below are the counties and other areas that UCSF staff, faculty and students call home.

Alameda	1,316
Contra Costa	789
Marin	373
San Francisco	9,106
San Mateo	1,920
Santa Clara	490
Solano	290
Sonoma	1,076
California (other than Bay Area)	418
Other states	50

Sources: Human Resources and Office of the Vice Chancellor, Academic Affairs

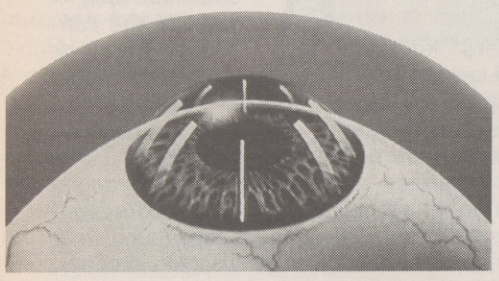
Today/Tomorrow

28 Tuesday

NEW EMPLOYEE BENEFITS ORIENTATION: S 214. 8:30-10:30 a.m. Call Lenard Florendo at 476-1073 to schedule.

WOMEN'S RESOURCE CENTER PRESENTATION: *The Art of Social Work or Saving Our Collective Lives.* Sean Reynolds, writer, performance artist, social satirist and co-founder of The MEDEA Project: Theater for Incarcerated Women, discusses how women can participate in a process of individual transformation that leads to social change. Toland Hall. Noon-1 p.m. Call 476-5222.*

29 Wednesday



BROWN BAG LECTURE SERIES: *Vision Correction Surgery.* David Hwang, Oph. Sponsored by Public Service Programs. HSW 300. Noon-1 p.m. Call 476-4394.*

30 Thursday

FINE JEWELRY SALE NOV. 30-DEC. 1

(See story on page 7.)*

TAY-SACHS SCREENING: Tay-Sachs screening for pregnant couples. Sponsored by the Reproductive Genetics Clinic and part of the California Tay-Sachs Disease Prevention Program. Suite 810, 350 Parnassus. Opens 9 a.m. Call 476-4080 for an appointment and more information.*

1 Friday

WORLD AIDS DAY EVENTS

(See Upcoming Events on page 5.)

ART DISPLAY & SALE

The Deckle Edge: Eight Paper Artists. Works by Bettie Allen, Delisa, Susana England, Susan Hersey, Jim Meilander, Joan Rhine, Erminia Rose and Andrea Tucker-Hody. Works on display through Thurs., Feb. 29. Open weekdays or by appointment. Call 476-4723. Opening reception for artists on Thurs., Dec. 7, 5-7:30 p.m., also will feature artworks for sale.

2 Saturday

LOW VISION FORUM: Participants will get a visit from Santa and his helpers along with storytelling and a stockingful of surprises. Forums are held on the first Saturday of each month. Main foyer, ACC. 11 a.m.-1 p.m. Call Frances Neer at 626-5313 for information.*

4 Monday

EMPACT! COOKBOOK & SEE'S CANDIES SALES

Cookbooks feature 200 recipes from UCSF staff and faculty. $8 for one, $15 for two. Candy costs $8.25/lb. (reg. $9.90/lb.).

Oyster Point: Dec. 4. Elbow Room. 11 a.m.-2 p.m.

UCSF/Mount Zion: Dec. 5. Nosherie. 11 a.m.-2 p.m.

Executive Park: Dec. 11. Lobby. 11 a.m.-2 p.m.

Laurel Heights: Dec. 13. Vending Rm. 11 a.m.-2 p.m.

SFGH: Call 206-8229 for information.

NEWSBREAK/MEDSOUNDS DEADLINES

Below are the 1996 deadlines for Newsbreak/Medsounds. Copy for the Today/Tomorrow calendar must be received in the Public Affairs office by **11 a.m. on the deadline date** shown below. Dates are Tuesdays, unless otherwise noted.

Please submit items **that are of campuswide appeal** by e-mail to michele_firpo@quickmail.ucsf.edu, by fax at 476-3541 (please call Michele Firpo at 476-3257 to let her know when a fax is coming) or in writing to University Publications/ Newsbreak at Box 0462. You also may drop off items at the Public Affairs office, Suite 103, UCSF/Laurel Heights. If absolutely necessary, last-minute copy may be taken over the phone at 476-3257.

Please be sure to include complete information about the event, including topic, location, time, cost (if any) and the speaker's name and affiliation. Also, please include a contact phone number for Michele to call with any questions.

NO.	DEADLINE DATE	FOR THE PERIOD COVERING
Volume 11 #1	**Jan. 2, 1996**	Jan. 13-26, 1996
V11 #2	**Jan. 16**	Jan. 27-Feb. 9
V11 #3	**Jan. 30**	Feb. 10-23
V11 #4	**Mon., Feb. 12**	Feb. 24-Mar. 8
V11 #5	**Feb. 27**	Mar. 9-22
V11 #6	**Mon., Mar. 11**	Mar. 23-Apr. 5
V11 #7	**Mar. 26**	Apr. 6-19
V11 #8	**Apr. 9**	Apr. 20-May 3
V11 #9	**Apr. 23**	May 4-17
V11 #10	**May 7**	May 18-31
V11 #11	**Mon., May 20**	June 1-28 (4 weeks)
V11 #12	**June 18**	June 29-July 26 (4 weeks)
V11 #13	**July 16**	July 27-Aug. 23 (4 weeks)
V11 #14	**Aug. 13**	Aug. 24-Sept. 13 (3 weeks)
V11 #15	**Fri., Aug. 30**	Sept. 14-27
V11 #16	**Sept. 17**	Sept. 28-Oct. 11
V11 #17	**Sept. 30**	Oct. 12-25
V11 #18	**Oct. 15**	Oct. 26-Nov. 8
V11 #19	**Oct. 22**	Nov. 9-22
V11 #20	**Nov. 12**	Nov. 23-Dec. 20 (4 weeks)
V11 #21	**Dec. 10**	Dec. 21, 1996-Jan. 17, 1997 (4 weeks)
Volume 12 #1	**Jan. 7, 1997**	Jan. 18-31, 1997
V12 #2	**Jan. 21, 1997**	Feb. 1-15, 1997

UCSF MEDICAL GROUP/SENIORITY PLUS SENIOR LECTURE SERIES: *Boning Up on Osteoporosis.* Janis Luft, Gyn., UCSF/Mount Zion, explains how to prevent excessive bone loss, the available treatment options and how to reduce the risk of fractures. Herbst Hall, UCSF/Mount Zion. 10 a.m. Call 476-0373.*

REFRACTIVE SURGERY SERVICE EDUCATIONAL SEMINAR: *New Surgery Options for the Correction of Nearsightedness.* David Hwang, Oph., Cornea Serv. & Eye Bank. 6 p.m. Call 476-5021 for reservations.*

6 Wednesday

BROWN BAG LECTURE SERIES: *Fresh Fruits & Vegetables: Essential Food for Good Health.* Peter Carcione, "The Green Grocer" from local radio and TV, explains the benefits of eating fresh fruit and vegetables. Sponsored by Public Service Programs. HSW 300. Noon-1 p.m. Call 476-4394.*

HOLIDAY SING-ALONG

(See item in Fun Zone on page 6.)*

LRDP MEETING WITH NEIGHBORS

(See item in Upcoming Events on page 5.)*

7 Thursday

HOLIDAY CRAFTS FAIR

(See item in Fun Zone on page 6.)*

RAPE PREVENTION EDUCATION PROGRAM PRESENTATION: (See item in Upcoming Events on page 5.)*

TUBERCULOSIS & HIV UPDATE

Tuberculosis Update for HIV Service Providers. Training for public and private sector physicians and other medical care providers who manage HIV-infected patients with or at risk for tuberculosis. Sponsored by Francis J. Curry Natl. Tuberculosis Cntr. Laurel Heights Conf. Cntr. 1-5 p.m. Call 502-6445.*

11 Monday

HOSPITAL NEW EMPLOYEE ORIENTATION: LPPI Aud. 8:30 a.m.-1 p.m. Department personnel representatives call John Frank at 476-3001 to schedule.

12 Tuesday

NEW EMPLOYEE BENEFITS ORIENTATION: S 214. 8:30-10:30 a.m. Call Lenard Florendo at 476-1073 to schedule.

WOMEN'S RESOURCE CENTER PRESENTATION: (See item in Upcoming Events on page 5.)*

13 Wednesday

BROWN BAG LECTURE SERIES: *Alternative Medicine: Sheep in Wolf's Clothing.* Wallace Sampson, Med., Stanford, explains what alternative medicine is and whether it is effective. Sponsored by Public Service Programs. HSW 300. Noon-1 p.m. Call 476-4394.*

HOLIDAY CONCERT

(See item in Fun Zone on page 6.)*

WOMEN'S HEALTH ACCESS & WOMEN'S RESOURCE CENTER PRESENTATION: *Lowfat Feasting Over the Holidays.* Kathleen Bell, Nutr. & Diet., explains how to eat right over the holidays. A 455. 5:30-6:30 p.m. Call 476-5222.*

16 Saturday

RAPE PREVENTION EDUCATION PROGRAM WORKSHOP: *Self-Defense for Women.* Nina Haft, self-defense teacher & rape counselor, teaches streetwise personal safety, self-defense and escape methods. $65. Studio 2, Millberry Fitness Cntr. 10:30 a.m.-5:30 p.m. Call 476-5222.*

21 Thursday

TAY-SACHS SCREENING: Tay-Sachs screening for pregnant couples. Sponsored by the Reproductive Genetics Clinic and part of the California Tay-Sachs Disease Prevention Program. Suite 810, 350 Parnassus. Opens 9 a.m. Call 476-4080 for an appointment and more information.*

DEVELOPMENT & TRAINING

For further information call 476-4032.

Writing Job Descriptions & Understanding Classification Concepts. Wed., Nov. 29. 8:30 a.m.-12:30 p.m. $40.

The UCSF Budget Process. Wed., Dec. 6. 9 a.m.-4:30 p.m. $40.

General Ledger & Accounting. Fri., Dec. 8. 9 a.m.-4:30 p.m. $50.

Supervisor's Guide to Performance Evaluation. Tues., Dec. 12. 8:30 a.m.-4:30 p.m. $40.

Contracts & Grants Workshop. Wed., Dec. 13. 9 a.m.-noon. $40.

Customer Service Strategies. Thurs., Dec. 14. 8:30 a.m.-4:30 p.m. $90.

Survival Skills for the Administrative Assistant. Tues., Jan. 9, 16, 23, 30. 8:30 a.m.-noon. $70.

Travel Expense Processing. Wed., Jan. 10. 9 a.m.-noon. $50.

General Ledger & Accounting. Thurs., Jan. 11. 9:30 a.m.-4:30 p.m. $50.

Vendor Payments. Wed., Jan. 17. 8:30 a.m.-noon. $40.

Supervisor's Training Program. Thurs., Jan. 18, 25, Feb. 1, 8, 15, 22, 29. 8:30 a.m.-noon. $130.

Resolving Employee Conflicts Before They Happen. Wed., Jan. 24. 9 a.m.-4:30 p.m. $90.

Demystifying Gift/Private Grant Acceptance. Wed., Jan. 31. 9 a.m.-noon. $40.

CONTINUING EDUCATION

MEDICINE

For program information call 476-4251. To register call 476-5808 unless otherwise noted.

Eighteenth Annual Infectious Diseases in Clinical Care. Vail, CO. Jan. 28-Feb. 2.

Eleventh Annual Primary Care Medicine: Concepts & Controversies. Snowmass/Aspen, CO. Feb. 18-23.

Annual Review in Family Medicine: Controversies & Challenges in Primary Care. Hotel Nikko, SF. Mar. 20-22.

Ninth Annual Primary Care Update. Maui, Hawaii. Apr. 7-12.

DENTISTRY

For information and registration call 476-1101.

Second Annual Island Dental Colloquium. Ritz-Carlton Kapalua, Maui, Hawaii. Jan. 22-26.

Contemporary Periodontal Treatment: Integrating New Approaches in General Practice. UCSF. Feb. 10.

Restoring Endodontically Treated Teeth. UCSF. Feb. 3.

Prevention and Management of Medical Emergencies in the Dental Office. UCSF. Mar. 2.

Managing Dental Pain: New & Practical Concepts for Diagnosing & Managing Dental & Orofacial Pain. UCSF. Mar. 9

Fifth Annual Study & Ski in Squaw Valley. Squaw Creek. Mar. 8 & 9.

Advances in Clinical Dentistry — Symposium on New Developments in Dentistry. Moscone Center, SF. Mar. 16.

The Art of Endodontics: Concepts & Techniques for the New Millenium. UCSF. Apr. 13.

VOLUNTEER PROGRAMS

Programs to acquaint prospective volunteers at the Medical Center are offered regularly by Volunteer Services. For orientations at UCSF/Parnassus, please call 476-1196. For orientations at UCSF/ Mount Zion, call 885-7353.

*Open to the public.

Nov. 25-Dec. 22, 1995

REGULAR MEETINGS & ONGOING SUPPORT GROUPS

SATURDAYS

HEALING GARDEN WORKING DAYS: Second & fourth Sat. of month. UCSF/Mount Zion Cancer Cntr. Healing Garden, 2356 Sutter. Call 885-3693.*

MONDAYS

DROP-IN SUPPORT GROUP FOR WOMEN LIVING WITH HIV/AIDS: Free child care and beverages provided. A 45. 11 a.m.-1 p.m. Call 476-2417 or 476-7795.*

HEALTH PROFESSIONALS IN RECOVERY: For physicians, nurses, dentists, pharmacists, PhDs and others. Anonymous, 12-step emphasis. Meets bi-monthly. 11:30 a.m.-12:30 p.m. Call 476-8279.

UCSF STAFF COUNCIL MEETING: Second Mon. of month. Noon-2 p.m. Call 476-5756.

FRIENDS OF LOIS AL-ANON MEETING: Closed meeting: for friends & families of alcoholics only. Conf. Rm. A, 3rd fl., MCB. Noon. Call 626-5633.*

COLORECTAL CANCER SUPPORT GROUP: Second and fourth Mon. of month. Reservations must be made at 929-7114. UCSF/Mount Zion Cancer Cntr., 2356 Sutter. 6:30 p.m.*

UCSF AIDS HEALTH PROJECT MEDITATION & SELF-HYPNOSIS WORKSHOP: Weekly discussion group for anyone dealing with HIV or AIDS in themselves or others. Gazebo Rm., Davies Med. Cntr. 7-9 p.m. Call 476-3902.*

TUESDAYS

SFGH CIRCLE OF SISTERS: Networking forum for black women working & studying at UCSF/ SFGH. Meets monthly at noon. Call 476-5222.

MULTIPLE HELPERS OUTREACH NETWORK SUPPORT GROUP: For victims & survivors of violent trauma. Ages 15 & over. A 222, LPPI. 10 a.m.-noon. Help-line at 759-7923 provided daily, 7 a.m.-10 p.m.*

CAMPUS AMNESTY INTERNATIONAL MEETING: First Tues. of the month. MU 111W. Noon-1 p.m. Call 566-8406.*

UCSF GOSPEL CHOIR REHEARSAL: Weekly rehearsals at MCB. Noon. Call 476-6761.*

PARKINSON'S DISEASE EDUCATION & SUPPORT GROUP: For people with Parkinson's & their caregivers. Third Tues. of month. Christ Church, Lutheran, 1090 Quintara (at 20th Ave.). 2-4 p.m. Call 476-9276.*

BREAST CANCER SUPPORT GROUP: For women diagnosed or being treated at UCSF/Mount Zion or Parnassus. UCSF/Mount Zion Cancer Cntr., 2356 Sutter. 5:30-7 p.m. Pre-registration necessary. Call 885-3693 or 388-3742.*

NURSES' PAIN ASSOCIATION MEETING. Second Tues. of month. C 254. 5:30-7:30 p.m.*

BRAIN TUMOR SUPPORT GROUP: First Tues. of month. C 130. 7:30-9 p.m. Call 284-0208.*

WEDNESDAYS

GAY, LESBIAN, BISEXUAL ASSOCIATION AT UCSF MEETING: Second Wed. of month. Members of the Chancellor's Committee on Gay, Lesbian & Bisexual Issues will be present. Call 282-9650.

SUPPORT GROUP FOR FAMILY/FRIENDS OF THOSE WITH MENTAL ILLNESS: Open to anyone interested in learning more about psychiatric disorders & their treatments. Call Laura Deering-Mayclin at 476-7394.*

LATIN AMERICAN CAMPUS ASSOCIATION MEETING: Second Wed. of month. HSW 508. Noon. Call Lucia DeLeon at 476-2010.

LATIN WOMEN COALITION: For Latina faculty, staff & students. Noon-1 p.m. Call Betty Jerez at 476-7117.*

PARNASSUS AL-ANON MEETING: For friends & families of alcoholics. Observers welcome. C 417. Noon-1 p.m. Call 626-5633.*

T'AI CHI CLASSES. UCSF/Mount Zion Cancer Cntr. Healing Garden, 2356 Sutter. Noon. 885-3693.*

ALCOHOLICS ANONYMOUS MEETING: Closed meeting: alcoholics only. Conf. Rm. 3, 1st fl., MCB. 12:05 p.m. Call 621-1326.*

MULTIPLE HELPERS OUTREACH NETWORK SUPPORT GROUP: For victims & survivors of violent trauma. Ages 15 & over. Two locations & times: A 222, LPPI, 1-3 p.m., and N 517, 7-10 p.m. Help-line also provided daily, 7 a.m.-10 p.m. at 759-7923.*

CANCER SUPPORT GROUP — FAMILY MEMBERS: First & third Wed. of month. J 221, UCSF/Mount Zion Cancer Cntr., 2356 Sutter. 4:30-6 p.m. Call 885-3693.*

BREAST CANCER SUPPORT GROUP: J 221, UCSF/Mount Zion Cancer Cntr., 2356 Sutter. 6:30 p.m. Call 885-3693.*

EATING DISORDERS SUPPORT GROUP: Open to anyone dealing with an eating disorder in themselves or others. M 688. 7-8:30 p.m. Call 332-3425.*

CO-DEPENDENTS ANONYMOUS MEETING: 12-step program for people who have dysfunctional relationships. LPPI A119. 8-9:30 p.m. Call 432-3529.*

THURSDAYS

AWAKE MEETING: AWAKE (alert, well and keeping energetic) is a support and education group for people with sleep apnea and their families. Third Thurs. of month. Bring CPAP equipment for check-up. Call 885-7886.*

CANCER SUPPORT GROUP — PATIENTS: First & third Thurs. of month. J 221, UCSF/Mount Zion Cancer Cntr., 2356 Sutter. Call 885-3693.*

LESBIAN LUNCH GROUP: Monthly on Thurs. Call 476-8410.*

UCSF GOSPEL CHOIR REHEARSAL: Weekly rehearsals at Parnassus. Noon. Call 476-6761.*

HEAD & NECK CANCER SURGERY SUPPORT GROUPS: Separate groups for patients and patients' families meet simultaneously on the second and fourth Thurs. of each month. J 221, UCSF/Mount Zion Cancer Cntr., 2356 Sutter. 1-2 p.m. Call 885-7623.*

PARNASSUS PLAYERS: UCSF's theater group meets regularly. Call 476-6761 or 476-9012 (day) or 821-5701 (evening).*

ASSOCIATION OF CLINICAL RESEARCH NURSES MEETING: Meets every other month, alternating between UCSF & Stanford. 5:45-7:30 p.m. Call 476-0683.*

SUPPORT GROUP FOR WOMEN LIVING WITH LIFE-ALTERING ILLNESS: Alternate Thurs. 6-8 p.m. Call 775-2854 to pre-register.*

FRIDAYS

CIRCLE OF SISTERS: Networking forum for black women working & studying at UCSF. Second & third Fri. of month. Noon-1 p.m. C 254. Call 476-0589.

ALCOHOLICS ANONYMOUS MEETING: Closed meeting: alcoholics only. C 417. 12:10-1 p.m. Call 621-1326.*

LAKESIDE SENIOR MEDICAL CENTER CAREGIVER SUPPORT GROUP: First Fri. of month. $10 per meeting. 2501 Ocean Ave. at Junipero Serra. 2-4 p.m. Call 986-2305.*

For information on 12-step and support groups call the Bay Area Self-Help Center at 882-6235 or the Mental Health Association of San Francisco at 882-6230.*

THE NEXT DEADLINE

Mon., Dec. 11, 1995 is the deadline for items to be listed in the next calendar, which covers **Dec. 23, 1995-Jan. 12, 1996** (four weeks). Complete information must be received in our office in writing by 11 a.m. on that Tuesday. Mail your copy to Michele Firpo at Box 0462, e-mail it to michele_firpo@quickmail.ucsf.edu, send a fax to 476-3541, bring it to UCSF/Laurel Heights, 3333 California St., Suite 103 or call 476-3257. To submit articles for Newsbreak, e-mail information to Allen Balderson at allen_balderson@quickmail.ucsf.edu, fax it to 476-3541 or call 476-3163. To submit articles for Medsounds or page 6, e-mail them to Lisa Cisneros at lisa_cisneros@quickmail.ucsf.edu, fax it to 476-3541 or call 476-3256.

BREAST CANCER SCREENING SCHEDULE

Women can have low-cost mammograms — X-rays to screen for breast cancer — from a mobile van that travels to convenient locations in the Bay Area.

Women need the approval of their physician to have the mammogram, in addition to their doctor's full name, address (including room number & zip) and phone number to assure that results are mailed promptly. The procedure takes approximately 20 minutes and costs $65. To make an appointment call 476-2193 between 9 a.m. and 3 p.m.*

Because the service has become so popular and appointments often are filled by the time this calendar is published, we list only dates when the van will be at UCSF locations.

- Mon.-Thurs., Nov. 27-30: UCSF/Laurel Heights, 3333 California St.
- Fri., Dec. 1: UCSF/Parnassus at Medical Center Way.
- Fri., Dec. 22: UCSF/Parnassus at Medical Center Way.

Upcoming Events

Cabaret benefits UCSF AIDS Health Project

The UCSF AIDS Health Project (AHP) invites the public to "Facing the Future Together," a 1995 Gala Cabaret honoring AIDS activist Pat Christen, on Monday, Nov. 27, at The Hyatt Regency, Grand Ballroom, Embarcadero 5.

Hors d'oeuvres will be served from 6 to 7:30 p.m. and the gala cabaret, award presentation and dessert will be from 7:30 to 9 p.m. Tickets are $75 and all proceeds go directly to support AHP programs.

Christen is co-author of the Ryan White C.A.R.E. Act and executive director of the San Francisco AIDS Foundation. Cabaret performers include Diane Amos, Ledisi of Beach Blanket Babylon and Clairdee & Scotty Wright.

AHP, now in its 11th year, is the only AIDS agency in San Francisco that focuses on meeting the mental health needs of those individuals affected by HIV disease. Through AHP programs, clients receive the education, support, and tools they need to deal with this disease and to prevent its spread. For more information on the event, call 476-6430.

Mount Zion recognizes World AIDS Day

On Friday, Dec. 1, at 1 p.m. the UCSF/Mount Zion community will acknowledge World AIDS Day with activities including UCSF Gospel Singers and a re-dedication to the Mount Zion employee AIDS quilt. All are welcome to participate in the event in the hospital lobby.

On Monday, Dec. 4, from noon to 1 p.m. in Herbst Hall, Jay Lalexari, co-director of the HIV Clinical Research Center, will make a presentation reviewing the highlights of the research program and its interaction with the Mount Zion community. For more information on these events, call Barbara Buckley at 885-7623.

Neighborhood meeting to discuss long range plans for Parnassus campus

Plans that will guide the growth and development of UCSF's Parnassus Heights campus over the next 15 years will be discussed at a neighborhood meeting at 7 p.m. on Wednesday, Dec. 6, at Millberry Union Conference Center.

Sponsored by UCSF's Community Advisory Group (CAG), the meeting is designed to allow neighborhood residents to comment on the advisory group's recommendations for the Parnassus campus in UCSF's Long Range Development Plan (LRDP.) The advisory group includes neighborhood, labor, ethnic, and business leaders who advise the University on long-range planning issues. Copies of recommendations and the goals and objectives for the LRDP are available from UCSF Public Affairs, 3333 California St., Suite 103, or through the mail. Copies also are available for review at the UCSF library and at two area public libraries, Park branch, 1833 Page St., and Sunset branch, 1305 8th Ave.

Those unable to attend the meeting may send written comments by Dec. 6 to the Community Advisory Group, c/o UCSF Community Relations, Box 0462, San Francisco, Calif. 94143. For more information, call Community Relations at 476-3206.

O.J. Simpson Case: a divisive issue

The UCSF Rape Prevention Education Program sponsors a free panel discussion entitled, "Fanning the Flames of the O.J. Simpson Case: Race, Gender and the Politics of Division," on Thursday, Dec. 7, from noon to 1 p.m. in Toland Hall.

A question-and-answer session will follow until 1:30 p.m. Panelists include Rolanda Pierre Dixon, head of the District Attorney's Domestic Violence Unit in Santa Clara County; Barbara Johnson, an independent media critic who is currently working on a book on how the media handled the Simpson case; and Mart Vides, a lawyer, theologian and ethicist, who also directs the Center for Women and Religion. For more information on the event, call 476-5222.

Angry white guys for affirmative action

The Women's Resource Center hosts a lecture and discussion, entitled, "Angry White Guys for Affirmative Action," from noon to 1 p.m. on Tuesday, Dec. 12, in Toland Hall. The guest speaker at this free event is Paul Rockwell, a former assistant professor of philosophy at Midwestern University. He is currently a journalist and librarian in the Bay Area.

For more than 25 years, opponents of affirmative action for women and people of color have overlooked a key American reality — the role of affirmative action in the lives of white men. It is time to consider the extent to which white males are intertwined with policies of preference for themselves. As an angry white guy for affirmative action, Rockwell changes the nature of this provocative debate. For more information on the lecture, call the Women's Resource Center at 476-5222.

Dinner a la Heart

The Mount Zion Institute on Aging Associates' 13th annual Dinner a la Heart fund-raiser is slated for Tuesday, Jan. 30, at 7 p.m.

The evening benefits the Mount Zion Institute on Aging, which provides services that help San Francisco, the East Bay, Marin and the Peninsula. Tickets for the event are $45, $64, $85 and $100 per person. Some of the restaurants participating this year are Fleur de Lys, Boulevard, Fringale, Bix, Ecco and Brasserie Savoy. For more information, call 750-4124.

Duke's Lefkowitz is 1996 Gladstone Lecturer

The 1996 Gladstone Distinguished Lecture will be given by Robert J. Lefkowitz on Friday, Jan. 26, in Carr Auditorium at SFGH. The lecture starts at noon.

Lefkowitz is a professor of biochemistry and medicine at Duke University and a Howard Hughes Medical Institute Investigator. He also is a member of the National Academy of Sciences.

Lefkowitz is known internationally for his seminal work in the area of beta adrenergic receptor structure and signaling. In June 1995, he receive the Gerald D. Aurbach Lecture Award, presented at the Endocrine Society's annual meeting, for his many contributions to the study of the mechanisms of hormone action.

In addition to his contributions to the biochemical and molecular biological characterization of the beta adrenergic receptor, he was one of the first researchers in the field of G protein-coupled receptors in target cells. The clinical implications of Lefkowitz's work suggest potential drug therapies that could block protein switches on cells to improve heart function in patients with heart failure. Recent work with transgenic animals by Lefkowitz and his associates has demonstrated that the principles of signal transductions that affect cellular systems also are crucial to maintaining the physiological balance of the entire animal.

Institute of Healing Arts and Sciences teaches alternative healing

The Institute of Healing Arts and Sciences at UCSF offers a workshop on Sound Healing on Tuesday, Feb. 13, and Thursday, Feb. 15, from 6 to 9 p.m.

This workshop will explain that disease and stress result from being out of synchrony with the rhythm of Nature. Instructor Phillip Scott will use the power of sound and vibration — through voice, musical instruments and movement — to reestablish health and thereby effect healing. Cost for this workshop is $60 for one or two for $100. It is necessary to call 479-5002 to pre-register and to receive a room number.

Please note: neither the University nor the Institute is responsible for the content of lectures or workshops. The Institute offers these programs as part of its mission to promote wellness and complementary healing modalities.

Few HMOs are free to UC employees

This year UCSF employees have a new health care option, PacifiCare, a UC medical benefit that doesn't require a premium deducted from the paycheck.

But whatever health care plan employees choose, they better do so soon since open enrollment ends Thursday, Nov. 30. Employees who have not received a mailing from UC Benefits should call 476-6387. Open enrollment changes for 1996 can be made only by calling 1-800-493-4833, a line available 24 hours a day, seven days a week. Employees also should make sure they have a revised list of doctors available in the UCSF Medical Group.

The UCSF Medical Group is a provider with PacifiCare of California, a plan that includes all five UC medical centers. PacifiCare and the Core Major Medical Plan, which covers employees classified as casual, are the only health care plans in which the University will pay the entire cost of the plan for all types of coverage in 1996. All other HMO enrollments will require an employee contribution on top of the University contribution. The University's medical benefit contribution is subject to the state of California's annual budget appropriation.

As far as the other HMOs which UC offers employees, at Kaiser North is free for single and two-party coverage, but costs $10.32 for family coverage. The monthly cost for employees with single coverage in the other HMOs, is $9.23 for Foundation, $6.72 for Health Net and $2.71 for FHP/Take Care. Employees should also take note of the substantial increase in the fee-for-service Prudential High Option Plan premium and cost The cost for single coverage is $273.12 per month.

Reference copies of open enrollment materials including plan booklets, provider lists and employee costs, are available in your department and at the campus Benefits Office located at 145 Irving St., at the corner of 3rd Ave. You can pick up materials there on Monday, Tuesday and Wednesday, Nov. 27, 28, and 29 between 7:30 a.m. and 5:30 p.m.; and at anytime during the year in its regular office hours, Monday through Friday, between 8 a.m. and 5 p.m.

The UCSF Medical Group is a provider with Healthnet, PacifiCare and FHP/Take Care HMOs and with the point-of-service plan, UC Care.

Allen J. Balderson

MCP graduate Wanda Garner, center, a senior administrative analyst in Restorative Dentistry and Dental Public Health & Hygiene, conducts a meeting with staff members. Garner started at UCSF in 1979 helping to set up the Buchanan Dental Clinic.

Program better equips managers

Thirty-seven managers graduated on Nov. 3 from this year's Management Certificate Program (MCP). Established in 1993 by the Human Resources Department and the Development and Training Division, the program helps equip UCSF managers with the perspectives needed to guide the University's diverse business units through times of change and increased regulation.

Congratulations to graduates Janice Anderson-Thomas, Janice Babula, Donna Borland, Jane Chesson, Patricia Clausen, Betsy Connell, Marie Demcho-Wagor, Evamarie Doering, Wanda M. Ellison, Nancy Evans, Jane L. Everson, Phyllis Fetto, Gary R. Forman, Sharon Friend, Joyce Futa, Davina Gardner, Wanda Garner, Jon Gledhill, Kent Graham, Zoe Ann Hinson-Pardini, Katy Irwin, John Klimek, Jeanne Lowe, Lauren Meyers, Barbara Murgado, Elizabeth A. Murray, Michael Nordberg, Marge O'Halloran, Gregory Olson, Deborah Petrie, Clarence Robinson, Cathy Sandeen, Daniel Schumm, Avelino M. Silva, Marianne Smylie and Christina Stockton.

How to contact Faculty Councils

Members of the Faculty Councils welcome suggestions from all students, faculty and staff on how to improve the UCSF campus.

The Faculty Councils of the four schools are Academic Senate bodies responsible for the faculty portion of shared governance of the University. The Faculty Councils discuss and act on issues of importance to students and faculty, in consultation with the school deans.

To contact a Faculty Council member, please call:

- School of Medicine: Charles Gooding, chair, 476-1918; Jeanette Brown, vice chair, 885-3890.
- School of Dentistry: Harold Goodis, chair, 476-5882; Sol Silverman, vice chair, 476-5947.
- School of Pharmacy: Brian Alldredge, chair, 476-5587; Ronald Siegel, vice chair, 476-5194.
- School of Nursing: Marguerite Engler, chair, 476-0983.
- Staff support to Faculty Councils: Ellen Lefkowitz, 476-8827.

FSSAP helps staff with transition

The Faculty, Staff and Student Assistance Program (FSSAP) offers three new services designed to help employees during these difficult times of transition.

FSSAP offers:

- "Managing Transition" groups for departments to help employees cope with change in the workplace.
- "Health Professionals in Recovery Support Group," which now meets the first and third Monday of the month in Room C 258. This support group is free, informal and strictly confidential.
- Counseling for UCSF employees at SFGH.

In addition, FSSAP representatives are free to visit with departments to discuss with managers and staff the various services they offer, including confidential counseling regarding personal, family and job specific matters and assistance in managing. FSSAP presentations take about a half hour.

"In these times of transition and change, we have seen an increase in more serious psychological issues and complaints about work stress, as well as the increased need for our specialized services," says Teddy Adelstein, coordinator of FSSAP.

To schedule an informational presentation or for more information on FSSAP's services, call FSSAP at 476-8279.

Fun Zone

Holiday sing-a-long

Sing with the San Francisco City Chorus at a family sing-a-long on Wednesday, Dec. 6, at 6:30 p.m. in Cole Hall. Arts & Performances and EMPACT! host this free event with treats and surprise guest appearances.

Holiday crafts fair

Employee crafters and community artists will sell their works at the sixth annual holiday crafts fair on Thursday, Dec. 7, from 8 a.m. to 4 p.m. in the Millberry Union Gym. The event is sponsored by EMPACT!, the employee activities program formed eight years ago with a mission to increase employee morale and develop a sense of community at UCSF. Proceeds from the fair go to EMPACT!

Holiday concert Dec. 13

UCSF's holiday concert is slated for Wednesday, Dec. 13, at 6 p.m. in the Lange Reading Room in the campus library. The free event features songs by the Vocal Chords, a student a cappella group. Seating is limited so come early.

Ski cabin rentals

Four cabins at North and South Lake Tahoe are available for rental weekends and midweek from December through April. Cabins have modern kitchens equipped with microwaves, coffee makers, dishwashers, etc. They also have four bedrooms sleeping at least 12, two or three bathrooms, fireplaces and central heating. Reservations continue until the season is booked. For more information, call Outdoors Unlimited at 476-2078.

Millberry offers many ways to play

Millberry Fitness Center's winter registration for all employees begins after the New Year, Tuesday, Jan. 9.

Employees will find a discount coupon in the Millberry Winter Catalog to be distributed through campus mail the first week of December. Millberry Fitness Center offers more than 120 ways to play, including ballroom dancing, calligraphy and boxing. Class times fit most schedules. Millberry memberships are not necessary to participate in classes and services.

Dec. 1 deadline for Chancellor's award

The deadline to nominate for the 1996 Chancellor's Award for the Advancement of Women is Friday, Dec. 1. Nomination forms are available in the Chancellor's Office, S 126. Nominations must be received in that office by 5 p.m.

This annual award recognizes one faculty, staff and student for their contributions to the advancement of women at UCSF, and/or for increasing knowledge of women's health through research, teaching and public presentations. Both men and women may be nominated. Each recipient will receive $1,000. Award recipients will be announced in January. The awards presentation ceremony will be held during Women's History Month in March. For more information, call Ruth Weiller at 476-4223.

Call for John Merck scholars proposals

UCSF has been invited to nominate two junior faculty for funding by the John Merck Scholars program: one candidate each from the neurological sciences and cognitive sciences.

Cognitive sciences is defined as "an emerging discipline that spans a number of older disciplines including psychology, linguistics and computer science, as well as biology." Each scholarship is for $240,000 to be paid over four years.

Campus review is required. Applicants must submit the following materials to Academic Services, Box 0400, room S 115, by the campus deadline Friday, Dec. 8: a letter of nomination from the dean, a three- to five-page letter describing the applicant's background, plans and aspirations, a curriculum vitae and a list of grants applied for or received.

Candidates need not send the three letters of recommendation called for in the Merck brochure at this time. These three letters should be sent directly to the address listed in the brochure. Candidates will be notified if they have been selected to be a UCSF nominee on or about Wednesday, Jan. 10. It is the nominee's responsibility to ensure that those who will write letters of recommendation will be available to do so by the Merck deadline of Monday, Jan. 22.

Call Academic Services at 476-5742 or the Merck fund at (617) 723-2932 for more information concerning this award.

Vendor listing available

The new Materiel Management Agreement Vendor Listing has been mailed. It has a new binder format, so new pages will be sent out when new vendors are added. If you did not receive a copy and wish to, contact Richard Aleguas of Materiel Management at 502-3028.

Personnel *(from page 1)*

accrual rates of MAP and SPP respectively. Existing employees would be "grandparented" into their current vacation accrual rates until a break in service occurs or until they are promoted. For example, existing A&PS employees now get 3 weeks or 15 days of vacation time a year up until they work five years, when they accrue 18 days. The initiatives propose that new professional employees get 3 vacation weeks a year through 10 years of service before earning 18 days off.

For Managers/Senior Professionals, complaint procedures will be processed under procedures similar to the current MAP policy with fact finding available on certain issues. Complaints from Professional/Support Staff will be processed under grievance and appeal procedures similar to those in both A&PS and SPP policies. Final and binding hearings are available on certain issues.

Although detailed changes to UC's pay structures and classification systems are not contained in the final draft and are expected to be made over time with ample opportunity for comment from staff at all levels, many employees are concerned about UC's use of non-salary base building pay or cash incentives to reward individual and team performance. These one-time bonuses would be financially punitive on retirement, they say, because they would not be included as "covered compensation" in the UCRP retirement benefit formula. Variable pay is seen as a "take-away" at the expense of the long-term employee.

Acknowledging that cash incentives will affect retirement income, Lopez says Human Resources is trying to determine how to calculate that impact. "The challenge in assessing the impact on retirement is that it would vary from employee to employee and involves making various assumptions," he says.

Employees also are concerned about how the practice of awarding incentives can be applied fairly and consistently to all employees. Others wonder whether the system will motivate employees and improve morale.

Fund Performances

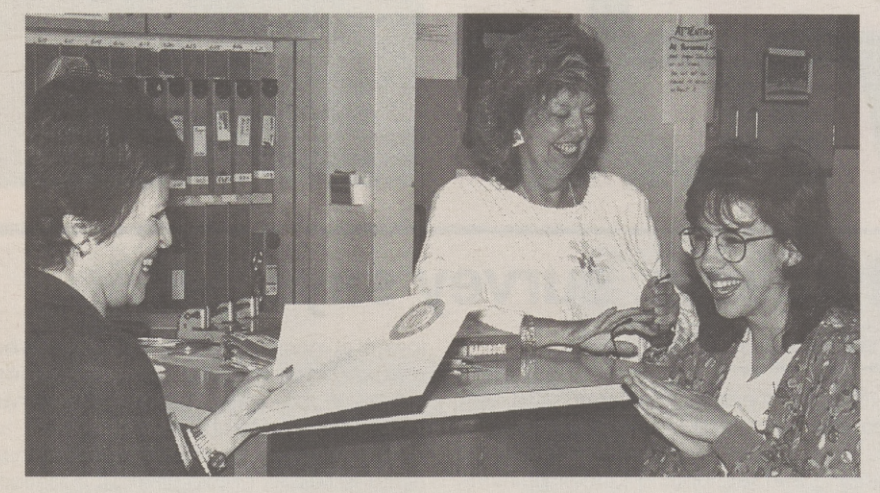
For those invested in the 403(b) Plan and the After-tax plan, here are the latest unit values and monthly factors (as of Oct. 31, 1995). The annualized yield reflects the annual yield that could be achieved if the current monthly rate were compounded for one year.

	Monthly Factors	Annual Rate	Annualized Yield
Savings	.0053	6.24%	6.34%
Money Mkt	.0049	5.81%	5.89%
ICCF	.0066	7.75%	7.93%

	Unit Values	12-Month Change	3-Year Avg. Annualized Return
Bond	$74.45	29.4%	11.9%
Equity	$133.14	24.0%	15.3%
Multi-Asset	$17.36	16.2%	10.3%

The investment results, as measured by total return figures given above, represent past performance and should not be considered indicative of future results. If you have questions, please call 476-9256.

Medsounds Continued



Lisa Cisneros

Jane Hirsch, left, director of nursing, gives Bollentini her check, as Inez Wieging looks on.

Bollentini receives memorial scholarship

Registered nurse Dorene Bollentini has been named the 1995 recipient of the Barbara Faust Memorial Scholarship Fund.

A clinical nurse II, Bollentini has worked at UCSF for the past three years and is pursuing her baccalaureate degree in nursing to become a pediatric nurse practitioner. She is currently enrolled in California State University, Dominguez Hills Statewide Nursing Program.

Faust spent 28 years of her career as a dedicated nurse at UCSF until she died in 1989. As a tribute to Faust, her family and friends set up a scholarship fund to further the education of bedside nurses.

Bollentini, who works at UCSF in pediatrics on 6 and 7 Long, is interested in opening a nurse practitioner practice with her colleagues. "Although it is not a common practice yet, the trend is definitely towards nurse-run clinics — nursing of the future," she says.

Hospitals Auxiliary has holiday gift ideas

The Hospitals Auxiliary of the Medical Center at UCSF suggests a number of ways to give this holiday season.

Wesley Wong, an award-winning Bay Area photographer, will be taking portraits through January. He will be available for photo sessions weekdays and weekends from 9 a.m. to 8 p.m. Two black and white, 8x10 copies of the pose of your choice will cost $150, with $50 being tax-deductible. Well-behaved pet portraits are encouraged.

Here's a stocking stuffer idea — how about giving the gift of entertainment? The Auxiliary will be selling Entertainment '96 Discount Books, which provide hundreds of dining, theater, recreation and travel savings coupons. Books for San Francisco and the East Bay cost $40. Marin, Sonoma and Napa editions cost $25.

And finally, the Auxiliary hosts a two-day fine jewelry sale on Thursday, Nov. 30, through Friday, Dec. 1, from 7 a.m. to 5 p.m. at the Millberry Union Conference Center. For more information on any of these gift ideas, call Teru Hirano at 476-4906.

Doctors *(from page 8)*

tions, and physicians' appreciation of a patient's pain. "Computers and nurses alone are not enough to improve the care of seriously ill patients," Lo says.

Lo recommends:

♦ Physicians must respect patient autonomy, allowing informed patients to make decisions about risks they are willing to take to prolong life.

"Physicians need to reaffirm traditional responsibility for relieving pain … helping patients make difficult decisions and respecting their informed choices."

— Bernard Lo, director, UCSF Program in Medical Ethics

♦ Hospitals must make changes in their organization and culture. Hospitals should encourage conferences on end-of-life issues, case management meetings regarding individual patients, individual feedback to physicians on their performance, and recognition for clinicians who provide outstanding care at the end of life.

♦ Physicians and hospitals should increase efforts to make informed patient consent a reality, rather than reject the ideal of patient autonomy because of the risk of ineffective and expensive treatment preferences.

♦ Physicians should improve discussions with patients about treatment decisions at the end of life. Physicians receive little practical training on how to talk to patients about life-sustaining interventions. "Residents rarely watch senior physicians hold such conversations and are seldom observed by experienced physicians," Lo says. "More direct supervision and feedback would likely improve these discussions."

The UCSF editorial was supported in part by grants from the Robert Wood Johnson Foundation and the National Institute of Mental Health.

Laundry room to open at Moffitt/Long

Medical Center staff will begin dispensing linen on Parnassus when a new laundry supply room opens at Moffitt/Long on Monday, Dec. 4.

Besides enabling staff to distribute bed sheets, towels and patient gowns to nursing units in a more convenient and timely manner, having a supply room on Parnassus is expected to cut in half the number of daily trips a truck makes to the Medical Center's Oyster Point location where linen is laundered, says James McCullough, director of Laundry Services. The room's storage space also eliminates the need to transport clean linen back to Oyster Point.

"This transition will be done in phases and service should appear seamless to our customers," says Mathias Chaplin, director of Environmental/Laundry Services.

Mount Zion already has a laundry room.

The opening of the linen room on Parnassus is part of the Medical Center's ongoing effort to streamline services to increase efficiency and cost-effectiveness of operations. In February, Environmental Services, also known as hospital housekeeping, and Laundry/Linen Services were combined into one department as the duties of some staff members for each department tended to cross over. The newly merged department reduced the need for 16 supervisorial staff positions, says Chaplin.

The need to find ways to save time and money is important because operating costs continue to rise. For example, linen prices have been increasing about 3 percent every year, says McCullough.

A lot of linen

Across both Parnassus and Mount Zion, the Medical Center uses daily about 4,000 bath towels, 2,500 large sheets, 2,000 draw sheets and 3,000 patient gowns for a total laundry load of about 10 million pounds a year.

Source: Environmental Services

Celebrating their first joint appreciation week recently, award ceremonies were held at Parnassus and Mount Zion to recognize top performing staff at each site in the areas of most dependable, most courteous, unsung hero, neatest uniform and most cooperative. All employees received commemorative lapel pins and certificates of appreciation for their good work.

Lisa Cisneros

Left to right, James McCullough, director of Laundry Services; Rosalinda DelaRosa, Environmental Services at Mount Zion; Ray Morris of Laundry/Linen Services on Parnassus; Clifton Louie, assistant director of Medical Administration; James Wilson of Environmental Services at LPPI; Lily Yang of Environmental Services at Moffitt/Long and ACC; and Mathias Chaplin, director of Environmental/Laundry Services;

Survey *(from page 8)*

to know if patients are satisfied with quality of care and outcomes, UCSF can now provide data that show that some 42 percent of respondents at Mount Zion and 48 percent at Parnassus rated their outcomes as excellent. Less than 10 percent at both sites rated outcomes as either fair or poor.

Survey highlights

The mean score of patient ratings for hospital quality at both sites was 77 or "very good," meaning that most patients are having their expectations met or exceeded.

Some 44 percent of inpatients at both sites rated daily care as excellent with only 8 percent scoring it as fair or poor. Satisfaction with daily care is measured in the survey by compiling respondents' answers about the consideration, coordination, helpfulness and sensitivity of the health care staff.

Some 37 percent of Mount Zion patients and 42 percent of Parnassus patients surveyed rated the information given to them by health care providers as excellent. The composite score for information was obtained by asking respondents to rate the ease of getting information, the instructions they received and how well family and friends were informed.

The survey compares Mount Zion and Parnassus' highest scores with the best scores of other hospitals of similar size and scope of services. When compared to hospitals including, Maine Medical Center, Mount Sinai in Cleveland and Scripps Memorial Hospital in La Jolla, Mount Zion's global satisfaction rating of 61 percent fell short of the 75 percent rating of other hospitals in this special database. The Medical Center on Parnassus, which was compared to the Johns Hopkins Hospital, Massachusetts General Hospital and the University Hospital of Cleveland and the Cleveland Clinic, among others, had a global satisfaction rating of 65 percent, a score that rivals the 68 percent score in its special database.

As mentioned above, respondents from both hospitals were most displeased with the billing process, with about 20 percent of respondents scoring it as fair or poor. Opinions about billing were compiled by asking respondents about the explanations and efficiency of the process. One of the areas targeted for improvement last year by the Medical Center's internal consulting team, the billing process is being revamped and is expected to be streamlined and simplified with the aide of a computerized system for patient registration and billing.

The quality of food, judged by taste, temperature and variety, received low marks among respondents, half of whom are on special diets.

Asked about living arrangements, a category that includes privacy, hospital building, parking and other provisions, it's not surprising in San Francisco that 62 percent of respondents at Mount Zion and 59 percent at Parnassus ranked parking at the medical centers as fair or poor.

Managers are asked to share and discuss the survey findings — especially those that evaluate specifics about every nursing unit — with staff at meetings and to post results in common work areas. "All staff are also encouraged to give positive recognition to any particular staff or departments that receive commendations in the Patient Comments section of the report," says Alves-Rankin.

The Medical Center has contracted with NCG to conduct patient opinion surveys every four months over the next year. Results from the next survey of inpatients treated at both sites from July through October are due next month.

"While it is important to listen to any patient criticisms which may indicate areas for future evaluation, it is just as important to share and celebrate successes, compliments and praise and to give positive recognition where it is merited," says Yano-Fong.

Patient profile*

	Parnassus	Mount Zion
Average age	37	61
Male	44%	45%
Female	56%	55%
Average length of stay	7 days	7 days

** Survey respondents only*

Patient feedback

♦ "All my nurses were first-class, caring, hard-working people," said a patient on 7W at Mount Zion.

♦ "My baby was hospitalized for three months. She was a preemie. She had excellent care and is doing beautifully. We feel lucky to have had our baby at UCSF. As far as Maternity/NICU they were/are superb," said a Parnassus patient.

♦ "All of the staff was great. My daughter and I c ame up to see my son. Only had so much money on us. We ran out. One of the staff members gave us money to get home and also to get a bite to eat. That was so very nice of her to do that for us!," said the mother of a patient on 6E at Mount Zion.

♦ "The care was excellent," said a Parnassus patient. "I was involved in every decision with regard to treatment. There were so many decisions ahead of me, it made it easier and reassuring with the information the nurses and doctors gave me on which direction of medical care to go. That is very important."

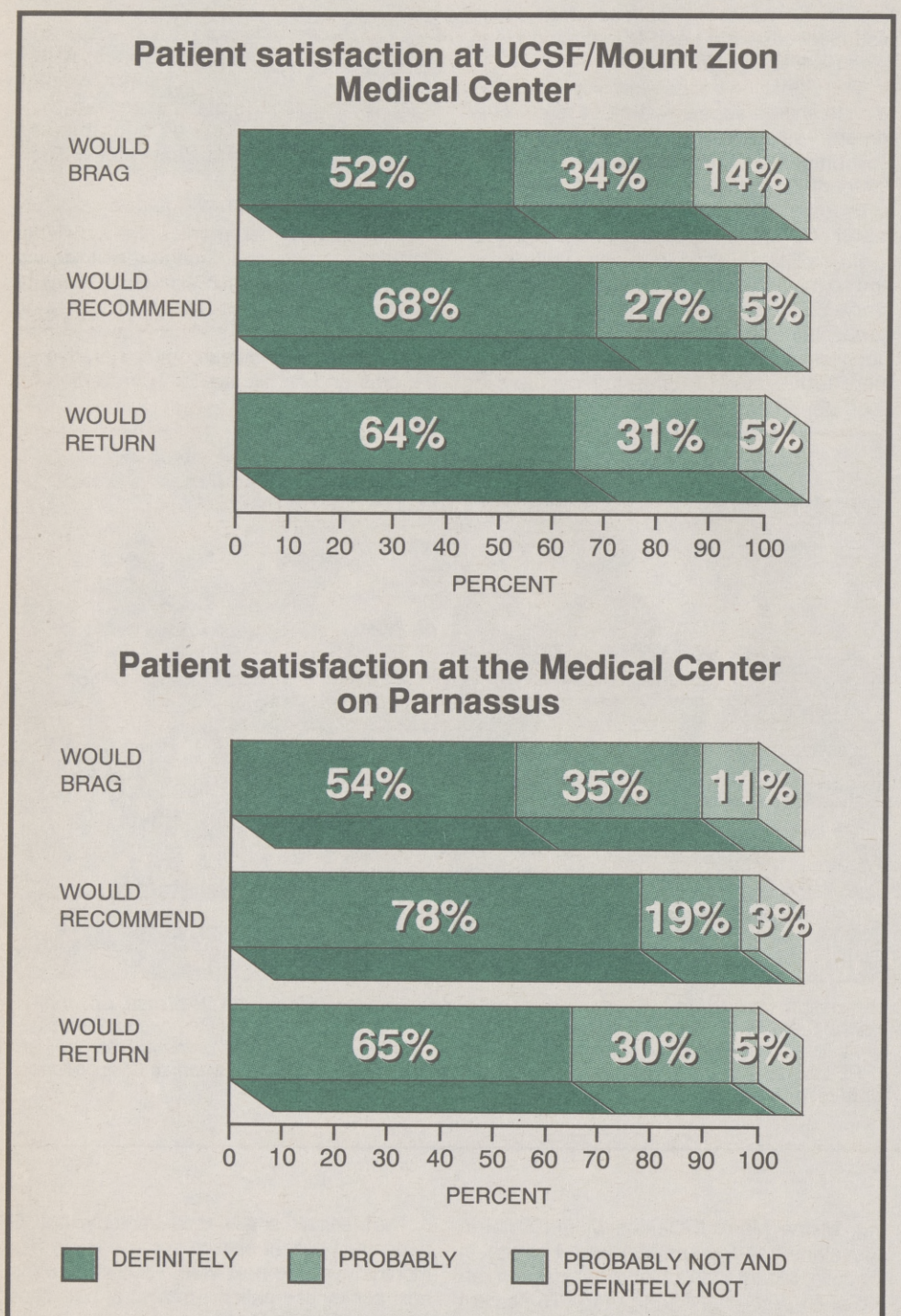
Volume 10, Number 19 November 25-December 22, 1995

UCSF
Medsounds

Open forums on patient care changes

Employees are invited to attend one of several open forums to discuss the Medical Center's patient care redesign. Jane Hirsch, director of nursing, and Bruce Schroffel, director of operations, will answer questions about the restructuring process on Parnassus ,Tues., Nov. 28, 6-7 p.m. and Wed., Nov. 29, noon-1 p.m. both in Toland Hall, and in Mount Zion's Herbst Hall, Nov. 29, 6-7 p.m. and Friday, Dec.1, noon-1 p.m.

Patients give UCSF, Mount Zion high marks, survey says



Source: NCG Patient Survey report, March through June, 1995

By LISA CISNEROS

The Medical Centers at Mount Zion and Parnassus are taking the pulse of their patients in a different way these days — by measuring and responding to their opinions and perceptions about health care services at UCSF.

A recent survey of 1,440 inpatients discharged from Parnassus and Mount Zion reveals that most respondents hold doctors and nurses in high regard, are satisfied with the overall experience and outcome of their health care, and definitely would return to the medical centers again.

The overwhelming majority of respondents, who completed a mail survey to assess health care services delivered at both sites from March through June 1995, rated the hospitals as excellent or very good. At Mount Zion, the overall satisfaction rating shows that 61 percent of the respondents rated the health care system as excellent. Some 65 percent rated the overall health care system on Parnassus as excellent.

Global satisfaction figures, data compiled from asking respondents three questions — if they would return to the medical centers, brag about them and recommend them to family and friends — shows (as depicted in the adjacent bar graphs) that more than half said they definitely would.

Most patients praised physicians, who received the highest scores hospitalwide at both sites. The majority of patients complained about parking, an obvious problem in urban hospitals with space constraints. Some patients also did not like the food or the billing process, which are areas frequently rated the lowest at most hospitals due to patients being on restricted diets and the complexities involved in billing for health care services, according to Patient Relations.

Data, based on composite scores that reflect the results of two or more questions in the survey, show nearly half of all patients rate physicians at Parnassus as excellent and 55 percent rated physicians at Mount Zion as excellent. Some 44 percent of patients surveyed rated nurses as excellent at both hospitals.

This is the first of several comprehensive inpatient satisfaction reports to be generated by NCG, a national survey firm that measures and analyzes patient satisfaction. In the past, the Medical Center mailed out surveys to discharged patients and had a return rate of 20 percent. The response rate for this survey at Mount Zion was 45 percent and 54 percent from Parnassus.

The survey results — which are compiled from both a standardized questionnaire to enable results to be benchmarked with the nation's best hospitals and from an individualized insert to pinpoint UCSF's specific strengths and weaknesses — will be shared and analyzed with staff over the weeks ahead, says Bruce Schroffel, director of operations.

The Medical Center will use survey results to develop ways to better serve patients and keep them coming back. Responding to patient feedback is critical in this highly competitive health care market, say Susan Alves-Rankin and Deborah Yano-Fong, co-directors of Patient Relations.

With consumers and insurers alike wanting

(See **SURVEY** *on page 7)*

Nation's doctors need to change to better care for seriously ill, researcher says

By REBECCA HIGBEE

Physicians will have to change hospital culture and practices as well as their own behavior to improve the care of the nation's seriously ill patients, says UCSF researcher Bernard Lo in an editorial published in the Nov. 22 issue of the Journal of the American Medical Association (JAMA).

"These are daunting tasks, particularly at a time when many physicians complain that managed care is undermining professional autonomy and reducing us to pawns in impersonal organizations," says Lo, director of the UCSF Program in Medical Ethics, and co-director of the Robert Wood Johnson Clinical Scholars Program at UCSF. "Physicians need to reaffirm traditional responsibility for relieving pain, responding to patient concerns, helping patients make difficult decisions, and respecting their informed choices," Lo says.

Lo's editorial accompanies an article outlining the findings of a national project called the "Study to Understand Prognoses and Preferences for Outcomes and Risks of Treatments" (SUPPORT). The four-year study involved more than 8,000 seriously ill patients at five medical centers across the country—Beth Israel Hospital in Boston, MetroHealth Medical Center in Cleveland, Duke University Medical Center, UCLA Medical Center, and St. Joseph's Hospital in Marshfield, Wis.

SUPPORT researchers found that even after the implementation of an aggressive intervention to improve health outcomes, many patients at the end of life suffered painful and prolonged deaths, often dying after extended stays in intensive care. In addition, the study found that physicians are likely to ignore patient instructions to avoid aggressive life-prolonging treatments.

In the SUPPORT intervention, physicians used computer-based projections to determine patient survival and functional status, and skilled nurses attempted to facilitate communication between patients and physicians about treatment preferences.

"For patients to make informed decisions to forgo life-sustaining interventions, several links in a chain of action would need to hold," Lo says. "The SUPPORT project did not strengthen some important links and failed to address several others," Lo says.

According to the UCSF editorial, the intervention that was part of the SUPPORT project was ineffective due to shortcomings in the areas of physician estimates of prognosis, discussions between physicians and patients, patient estimates of prognosis, physician appreciation of patient preferences, respect for a patient's informed refusals of interven-

(See **DOCTORS** *on page 7)*

New pediatric OR unit is family-friendly

Pediatric patients who undergo surgery and their parents who comfort them at the Medical Center now have access to a new, family-friendly Children's Surgical Center that comes complete with rocking chairs and teddy bears.

"Children are different. They need to have a separate place. They need special care and they need special people who are sensitive to the needs of the whole family," says Anne Levine, nurse manager of the Children's Surgery Center, which opened on Oct. 9.

The advantage of having a pediatric OR separate from the adult OR is that space constraints in the old OR have limited the number of parents who could spend time with their children during the pre- and post-op phases of their visit. "Now parents can be by their child's bedside in just a few minutes after they're brought in," says Levine. Adults preparing or recovering from surgery gain privacy and a quiet atmosphere now that children ages 18 and under and their parents are usually directed to the pediatric unit.

Located on the fourth floor of Moffitt Hospital, adjacent to the regular OR unit, the pediatric wing includes an induction room and recovery room, where the walls and ceilings are painted in soothing pastel scenes by artist Daniele Proner. Patients who get bored looking around the rooms can watch their favorite programs or movies on personal TVs that are adjustable to the best viewing vantage.

Smaller children may appreciate the added comfort of falling to sleep in their mother's arms before surgery. Those pediatric patients who have not succumbed to the anesthesia prior to entering the operating room will notice a ceiling painted in a cheerful celestial motif.

Before each operation, children receive a stuffed teddy bear that sports a UCSF T-shirt, courtesy of the Hospitals Auxiliary.

As space is a premium at the Medical Center, the children awaiting surgery share a waiting room with urology patients. Two of the existing operating rooms in the adult OR unit will be converted to supply rooms.

Nurse Anne Levine, right, hands a teddy bear to 16-month-old Diana Yadira Valdez while her mother, Elda, looks on.

Lisa Cisneros